User Guide

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Aastra Model 480i SIP IP Phone

AASTRA

1st Edition (July 26, 2006)

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Revision History

The following represents the revision history of this publication:

Revision Number	Date Completed	Point of Contact	Description
2511-001	07/26/2006	Aastra Intecom Inc.	Initial release of this publication for Aastra Intecom

480i Product

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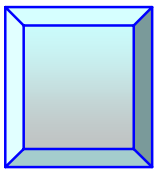


About This Publication

Overview

This guide explains how to use the basic features of your new 480i SIP IP phone. Not all features listed are available by default. Contact your system or network administrator to find out which features and services are available to you on your system.

Audience

This publication is intended for any user of the 480i SIP IP phone.

Publications

The following publications provide information for the 480i SIP IP phone.

Title	Description
Aastra 480i Installation Guide	Installation and set-up instructions, general features and functions, and basic options list customization. This publication is included with the telephone.
Aastra SIP 480i IP Phone User Guide	Explains the most commonly used features and functions for an end user. Should be used with the Installation Guide.
Aastra SIP 480i/480i CT/9112i/ 9133i IP Phone Administration Guide	Provides procedures for setting up the 480i phone up on the network and contains advanced configuration instructions for the 480i. These procedures are at the administration level and are not intended for the end user.

Organization

This publication contains the following chapters.

Chapter, Topic	Description
Chapter 1, Introduction	Introduces the 480i SIP IP phone.
Chapter 2, Getting Started	Provides procedures for starting and re-starting the phone and finding the IP address.
Chapter 3, Keys and Functions	Provides hard and soft key descriptions and their functions.
Chapter 4, Call Handling	Provides procedures for handling calls.

Chapter, Topic	Description
Chapter 5, Additional Features	Provides procedures for using additional features of the phone.
Chapter 6, Troubleshooting	Common phone issues with possible solutions.

Terms and Definitions

Term	Definition
IP	The **Internet Protocol** (**IP**) is a data-oriented protocol used for communicating data across a packet-switched network.
IP Address	An identifier for a computer or device on a TCP/IP network. Networks using the TCP/IP protocol route messages based on the IP address of the destination. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255. For example, 1.160.10.240 could be an IP address.
NVRAM	Non-Volatile Random Access Memory. A type of memory that retains its contents when power is turned off.
SIP – Session Initiation Protocol	The protocol for VOIP and other text and multimedia sessions, like instant messaging, video, online games and other services.
SIP Proxy	SIP proxies are elements that route SIP requests to user agent servers and SIP responses back to user agent clients. A request may traverse several proxies on its way to a UAS. Each will make routing decisions, modifying the request before forwarding it to the next element. Responses will route through the same set of proxies traversed by the request, but in the reverse order.
URI	Short for **U**niform **R**esource **I**dentifier. The generic term for all types of names and addresses that refer to objects on the World Wide Web. A URL is one kind of URI.
VoIP – Voice Over IP	Voice over Internet Protocol (VoIP), is a technology that allows you to make telephone calls using a broadband Internet connection instead of a regular (or analog) phone line.

References

The following publications provide related information.

Title	Description
Aastra 480i SIP IP Phone	Installation and set-up instructions, general features and

Title	Description
Installation Guide	functions, and basic options list customization. This guide is included in the box with your phone.
271401 SIP IP Phone Administrator Guide for 480i, 480i CT, 9133i	Explains how to set the 480i phone up on the network and contains advanced configuration instructions for the 480i. This is an administrator level guide.

Chapter 1 Introduction

Overview

This 480i IP telephone provides communications over an IP Network using the SIP IP telephony protocol. The 480i has all the features of a regular business set, and more, allowing you to make and receive calls, transfer, conference and more.

The 480i Telephone

Phone Features

- A 3.5" x 2.25" backlit display.
- Handset with 1 1/4" x 3/4" backlit display and a handset base.
- 6 multi-functional softkeys – as default or customized settings.
- 4 line/call appearance buttons with corresponding lights.
- Up to 5 additional line/call appearances as softkeys.

- Full-duplex speakerphone for hands-free.
- Built-in-two-port, 10/100 Ethernet switch which lets you share a connection with your computer.
- Inline power support, which eliminates power adapters.

General Requirements

- A SIP-based IP PBX system or network installed and running with a number created for the new 480i IP phone.
- Adherence to SIP standard RFC 3261.
- Access to a configuration server where you can store the firmware image and configuration files. The configuration server must be able to accept connections anonymously.
- The IP phone must be configured for a specific type of protocol to use. (TFTP is enabled by default). You can configure the following protocols on the IP phone:
  - TFTP (Trivial File Transfer Protocol).
  - FTP (File Transfer Protocol).
  - HTTP (Hypertext Transfer Protocol).
- A 802.3 Ethernet/Fast Ethernet LAN.
- Category 5/5e straight through cabling.
- Power over Ethernet (PoE) power supply (optional accessory – necessary only if no inline power is provided on the network).

Chapter 2
Getting Started

Getting Started

Installation and Setup

If your system administrator has not already setup your 480i phone, please refer to the Aastra 480i Installation Guide for basic installation and physical setup of the 480i.

When You First Plug in Your Phone

The 480i automatically begins the startup sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone. The first screen to display is the Aastra splash screen.

Phone Updates

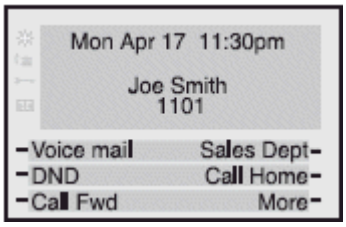
After displaying the Aastra splash screen, the 480i checks settings and checks for new configuration and firmware updates on the configuration server. If a new update is found, the phone displays the update it is installing (either "Updating Config" or "New Firmware"). This may take a few moments while the configuration server downloads the latest updates. Your system or network administrator manages the updates for the IP phones on the configuration server.

Caution!

Do not unplug or remove power from the phone while it is checking and installing firmware.

Startup Screens

After the phone displays the Aastra splash screen, or after downloading an update (if an update was available), the phone displays the Idle State screen.



Note

The Idle State screen on your phone may not look exactly as the figure above. The Softkeys and configuration shown are an example of what could be set up on your phone by your system administrator.

Network Disconnected Prompt

The "Network Disconnected" prompt appears on the display and the telephone status light turns on when the phone is not properly connected to the network. The phone also displays the default time and date of 12:00am Jan 1st, 2005 or the equivalent. Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when it is reconnected and will display the "Network Connected" prompt for a few seconds.

However, if changes have been made to your phone’s network settings, you may need to restart your phone.

For more information about connecting your phone, see the *Aastra 480i Installation Guide*, the section, "Connecting to the Network and to Power". Check with your system or network administrator for assistance.

Note

If the phone displays "No Service" you can still use the phone but it is not registered with the Registrar. For more information about registering your phone, see your system administrator.

Restart Your Phone

You may want to restart your phone to check for updates from the configuration server. You may also need to restart your phone if you have been asked to do so by your network or system administrator, or if you are having problems with your phone. You can restart your phone using the IP phone UI.

Note

Your phone will be temporarily out of service during the restart and download process.

Caution!

Do not unplug or remove power to the phone while it is checking or installing firmware.

Restart from the IP Phone

Step	Action
1.	Press the **Options** button on the phone to open the Options list.
2.	Use to scroll down to **Phone Status**.
3.	• Press . **Or** • Press **Show**.
4.	Press **Restart** to restart the phone. Note To cancel without restarting the phone, press **Cancel**.

Language

When you set the language to use on the phone, all of the display screens (menus, services, options, etc.) display in that language. Valid languages for the IP phones include English, French, and Spanish. Default is English.

Set Language

Step	Action	Result
1.	Press the **Options** button.	The Options List opens. Language is the first choice.
2.	• Press . **Or** • Press **Show**.	The current language displays.
3.	Press **Change** until you get to the language that you want to change to.	
4.	Press **Done**.	The language you select is immediately applied to the IP phone.

Customize Your Phone

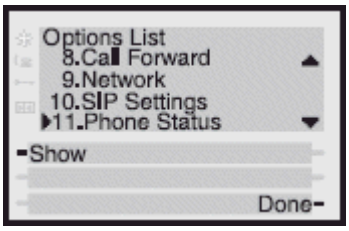
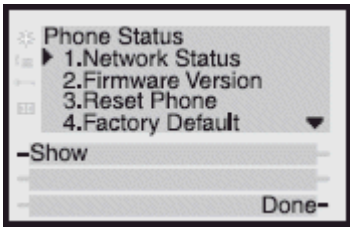
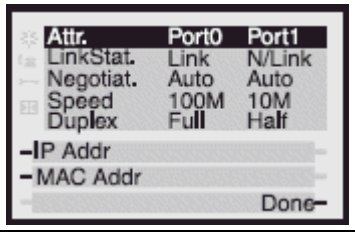
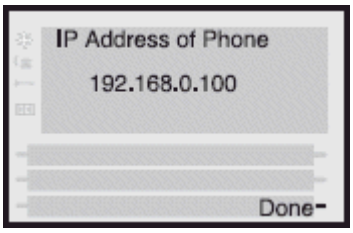
Set Your Options

Pressing the Options button gives you a list of configuration options. Refer to the *Aastra 480i Installation Guide* for information on less advanced configuration options.

Note

Some options should only be set up or changed by a network or system administrator. Please contact your system or network administrator before adjusting any administrator level options. For more information on these options, administrators should refer to the *Aastra SIP 480i/480i CT/9112i/9133i IP Phone Administration Guide.*

Find Your Phone's IP Address

Step	Action	Result
1.	Press the **Options** button to open the Options list.	
2.	Use ▼ to scroll down the list of options to **Phone Status**. The first option is **Network Status**.	
3.	Press the **Show** softkey.	
4.	Press the **IP Addr** softkey.	 You IP address displays.

Chapter 3
Keys and Functions

Keys

Hard keys

There are hard keys on your phone, such as *Hold, Redial, Transfer (Xfer), Intercom (Icom), and Conference (Conf)* that are configured for these call-handling features.

These keys are static and cannot be reprogrammed or changed. They are located in two different areas on the phone.

Note

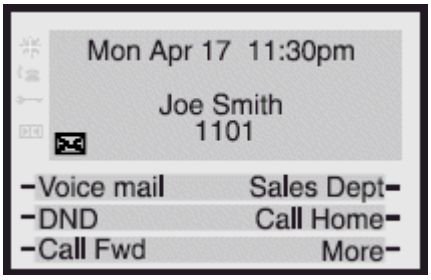
The Intercom (Icom) feature is currently not available in this version of the 480i IP phone.

Softkeys

Your 480i has 6 softkey access buttons, 3 on either side of the phone's display. The softkey menus will change depending on the phone's state, displaying relevant softkeys only.

Idle State Softkey Display

The Idle State menu appears when your phone is not in use and displays the softkeys. Your system administrator sets up the softkeys up through the configuration files for your phone. The following image is of the Idle State screen with some example Softkeys. If more than 6 softkeys (a maximum of 18) have been set up for you by your system administrator, **More** and **Back** softkeys are displayed on the screen as required. Pressing the **More** softkey accesses more Idle State Softkeys on the next screen. Pressing the **Back** softkey accesses the softkeys on the previous screen.



Note

The icon indicates that you new messages.

Custom Softkeys

The 480i can have its Softkeys configured for any of the following:

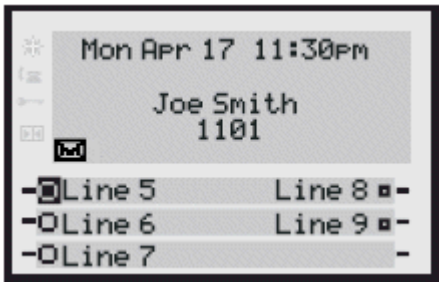
- Line/call appearances
- Speed Dials
- Do not disturb (DND)

Softkeys are configured and assigned by your system administrator.

Softkeys as Line/Call Appearances

Your system administrator may have customized the Softkeys on your 480i phone to function as line/call appearance softkeys. These line/call appearance softkeys function in a similar manner to the 4 line/call appearance hard keys and lights on your phone. For details on the line/call appearance hard keys and lights, please refer to the section on Multiple Line and Call Appearances in Chapter 3 of this guide.

Line/call appearance Softkeys appear on the phone's display as shown in the following image. Icons next to the softkeys within the phone's display indicate the status for that line or call and have equivalent status to the line/call appearance lights of the hard keys on the phone.



The following table provides a description for each icon.

Softkey Line/Call Appearance Lamp Icons			
Activity	**Lamp**	**Icon**	**Definition**
Idle	Solid		There is no call activity for the line/call appearance softkey.
Connected	Solid		A call is connected to your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a solid green light.
Ringing	Flashing		A call is ringing at your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a fast flashing green light.
On Hold	Flashing		A call is on hold on your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a slow flashing green light.

A directory number can only be assigned on one line of one SIP phone. A total of 8 lines can be configured.

In active states, such as ringing, conference, connected, etc., all softkeys disappear except softkeys that have been set up as line/call appearances, and any context dependent Softkeys required for the active state, such as the **Drop** softkey in the connected state. Typically, context dependent softkeys appear in the top left position and all line/call appearance softkeys appear in the remaining positions.

Note

In some situations, such as during a conference call, the line/call appearance softkeys may overwrite some of the context dependent soft keys. In this case, instead of the **Previous** and **Next** softkeys, up or down icons, ▲ or ▼, will appear on the display. By using the ▲ and ▼ navigation keys, you can access the same functionality as the **Previous** and **Next** softkeys.

Softkeys Customized as Speed Dials

Softkeys are set up by your **system administrator.** Some may have set up as speed dials. Speed Dial Softkeys can dial a star code for a feature on the system or a phone number or a set of digits. A customized label displays inside the phone's display for each softkey. If you press a custom softkey, the phone goes off-hook and dials the star code or the number set up for this softkey.

Softkeys Customized as Do not Disturb

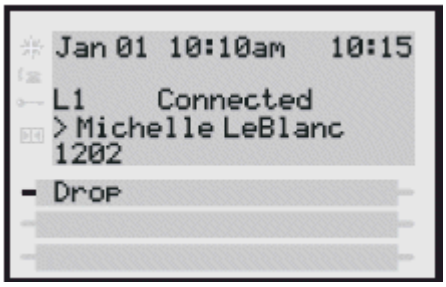
Your system administrator can set a softkey to "Do not Disturb" (DND).

If DND is set on a softkey, the key switches DND ON and OFF. If the phone shares a line with other phones, only the phone that has DND configured is affected. The second line on the screen of the IP phone shows when DND is configured.

If a phone is in the DND state, an internal caller will hear reorder, and an external caller will hear silence.

Connected State

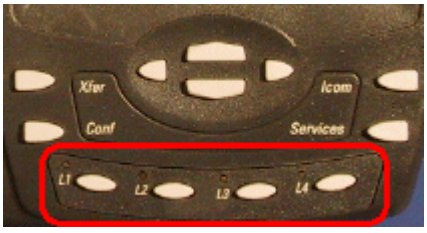
The connected state screen will appear when you are talking to someone on the phone. Connected state functions are available as softkeys on the connected state screen, as well as hard keys on the phone. These softkeys and hard keys allow you to handle call features, such as transfer, conference, and hold.



If softkeys have been configured as line/call appearances and you are connected to a call, the line/call appearance softkeys will display beneath the **Drop** softkey. Pressing the **Drop** softkey will disconnect you from the call you are connected to.

Multiple Line and Call Appearances

The 480i has 4 hard line/call appearance buttons each with a corresponding status light. Additional line/call appearances may also have been set up on your phone as softkeys. To learn more about this, please refer to the *Softkeys as Line/Call Appearances* section within this guide.

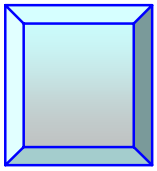


These line/call appearance buttons and lamps can represent physical lines or calls for your extension. By pressing a line/call appearance button, you connect to the line or a call it represents. The line/call appearance lamp indicates the status of that line or call. When the phone is taken off-hook, the phone will automatically select a line for you.

Line/Call Appearance Lamps	Line/Call Appearance Status
Off	Idle line, No call activity, or Connected
Lamp Flashes Quickly	Ringing
Lamp Flashes Slowly	Hold
Lamp is Solid	Network Disconnected

When you have more than one call, you can use the left and right navigation buttons (◀ and ▶) to scroll left and right to the different call information. Icons ◀ and ▶ will appear if there is call information either left, right or both sides of the current information you are viewing.

The display will show what line the call information is referring to (L1, L2, L3, etc.), the Caller ID information (name and number, if available), the call status (Connected, Ring, Hold etc.) and the timer specific to that call.



Chapter 4
Call Handling

Place Calls

Depending upon how you have set the Live DialPad option in your phone, your phone will either dial the digits as soon as they are pressed or collect the digits on the screen before dialing. See the section “Customizing your phone” in the *Aastra 480i Installation Guide* for more information on how to configure the Live DialPad option.

Note

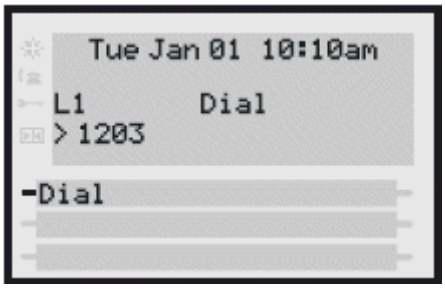
If you are unable to make calls within certain area codes, check with your system administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

You can place a call using one of the following methods:

Step	Action
1.	Lift the handset (the phone will automatically select the next open line/call appearance).
2.	Enter the number.
3.	Press the button.
4.	Enter the number.
1.	Press a line/call appearance button.
2.	Enter the number.
1.	If you are pre-dialing the number: Enter the number.
2.	Press either the **Dial** softkey, the button, or one of the four line/call appearance hard keys.

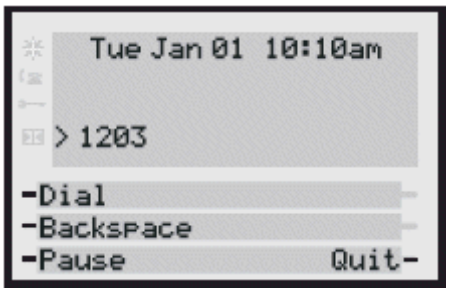
Live DialPad Option Dialing

If the Live DialPad option is on, as soon as you press the first digit on the dial pad the phone will automatically select the next available line, go off-hook and dial as digits are pressed.



Pre-Dial a Number

You can also make a call by pre-dialing a number. Pre-dialing lets you view a number before you dial and use the **Backspace** softkey to correct any errors.



Use the Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the speaker or speaker/headset audio mode. For more information on how to set this audio option in your phone, see the section "Customizing Your Phone" in the *Aastra 480i Installation Guide*.

Step	Action
1.	To dial using handsfree: Press and enter a number form dial tone.
2.	To answer a call using handsfree: Press or the line/call appearance button.

Step	Action
3.	If in speaker audio mode: Lift the handset to go back to the handset. Press to switch again to switch back to the speaker.
4.	If in speaker/headset audio mode: Press to switch between handsfree and headset.
5.	When the handset is on hook: Press to disconnect a handsfree call. When handsfree is on, the speaker light turns on.

Use a Headset

The 480i accepts headsets through the modular RJ22 jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Advanced Volume Controls for the Headset Microphone

On the 480i, there are 3 options for the headset microphone volume. To change this volume:

Step	Action
1.	Press the **Options** button to open the Options List.
2.	Use to scroll down the list of options to **Set Audio** and press the **Show** softkey.
3.	Press the **Advanced** softkey.
4.	Use to scroll down the list or press the **Change** softkey to go to the next selection.
5.	Press the **Done** softkey to save changes and exit.
6.	If you do not wish to save changes, press the **Cancel** softkey. Note By default, the volume for the headset microphone is set to medium.

Place and Receive Calls Using a Headset

Ensure that you have selected a headset audio mode by accessing the Options list available from the phone. See the section "Customizing Your Phone" in the *Aastra 480i Installation Guide* for information on these settings.

Step	Action
1.	Plug the headset into the jack.
2.	Press or the Line softkey to get dial tone or to answer an incoming call. Depending on the audio mode selected from the Options list, a dial tone or an incoming call will be received on either the headset or the speakerphone.
3.	Press the **Drop** softkey or the Goodbye key to end the call.

Mute

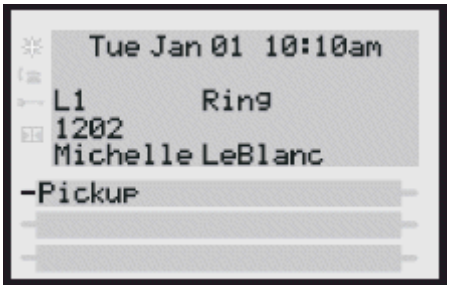
Press the button to mute handset, headset or handsfree operation. The speaker light will flash slowly and the text "**Mute**" will appear on the screen. You will still be able to hear the caller, but they will not hear you. Press the Mute button again to toggle Mute on or off.

Note

If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

Receive Calls

When a call is ringing at your extension, you will see the Inbound Call screen. The line/call appearance light will flash quickly for the incoming call.



Answer an Incoming Call

Note

The setting you have selected in the Options List for Audio Mode will determine whether the call goes to handsfree or headset operation. See the section "Customizing Your Phone" in the *Aastra 480i Installation Guide* for information on these settings.

Step	Action
Handsfree Operation:	
1.	• Press the **Pickup** or **Answer** softkey. **Or** • Press the line/call appearance button. **Or** • Press the Speaker button. **Or** • Lift the handset.
Headset Operation:	
1.	Press the button.
Handset Operation:	
1.	Lift the handset.

When you answer the call, the screen will change to the Connected State menu. If you cannot answer the call, depending on the setting at the system, the caller will be re-directed accordingly, i.e. to your voicemail box if your extension has been configured for this.

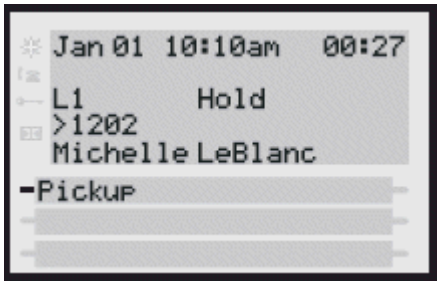
Call Handling

When you are connected to a call, you can use the hard keys on the phone to transfer, conference or place a call on hold.

Place a Call on Hold

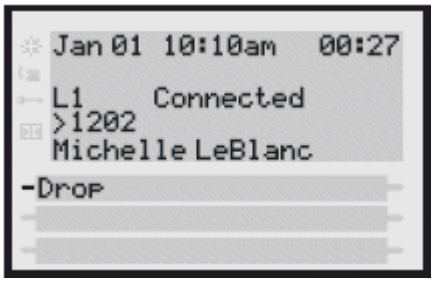
When you place a call on hold, only your phone can retrieve the call. To place a call on hold:

Step	Action	Result
1.	Connect to the call (if not already connected).	

Step	Action	Result
2.	Press Hold.	The line/call appearance light will begin to flash slowly. The screen will display **Hold** with the line number the call is held at on your phone. 

When on Hold

When you have been placed on hold, you cannot hear any voice from the caller. The line/call appearance light for the line you are on will remain solid to indicate that you are still connected.



Automatic Hold

When you must handle multiple calls, you do not have to press the Hold button to go from one call to the next. The phone will automatically put your current call on hold when you press a new line/call appearance button.

Retrieve a Held Call

If you have more than 1 call on hold, you can scroll through the held call information by pressing the ◀ and ▶ navigation keys. To re-connect a call:

Step	Action
1.	• Press the Line/Call appearance button where this call is being held. **Or** • Press the **Pickup** softkey.

Transfer a Call

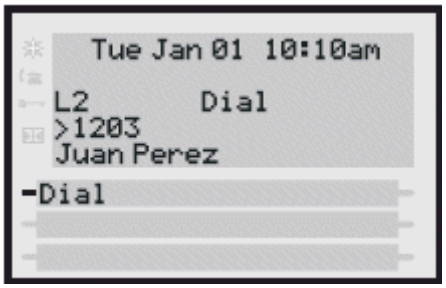
Blind Transfer

A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer before the receiving party answers the call.

Consultation (Announced) Transfer

You also have the option to consult with the person you are transferring the call to before you complete the transfer. To do this, simply remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or go back to the original call.

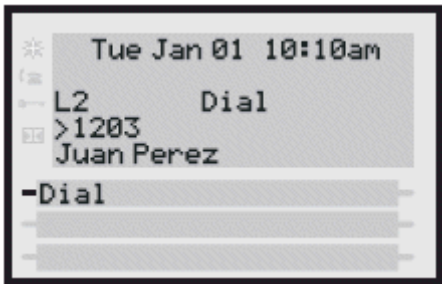
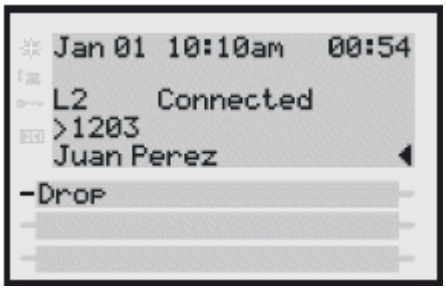
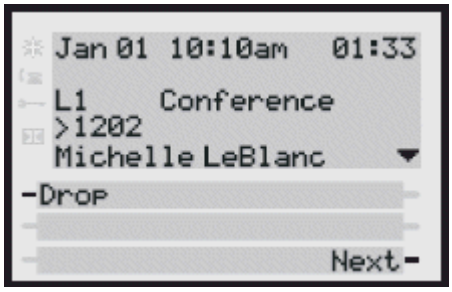
Transfer to another Extension

Step	Action	Result
1.	Connect to the call you wish to transfer (if not already connected).	
2.	Press the Xfer button.	
3.	Enter the extension number of the person you wish to transfer the call to.	
4.	Press Xfer again to complete the transfer. **Note** If you do not wish to transfer the call, place the handset back on hook or press the Goodbye button. To go back to the original call, press the line/call appearance button for the held call.	

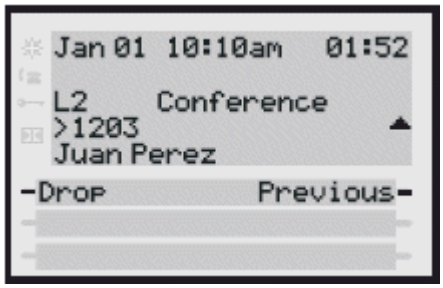
Conference

The 480i phone supports up to three parties (including yourself) in a conference call. This is also known as a 3 Way call.

Create the Conference

Step	Action	Result
1.	Connect to the first party you wish to include in the conference (if not already connected).	
2.	Press the Conf button.	
3.	Dial the number of the person you wish to add to the conference.	
4.	Wait for the new party to answer. You can consult with the new party first before adding them to the conference. **Note** If you do not wish to add the new party to the conference, press the Goodbye button while connected to this new call. This disconnects the new party, leaving the original call on hold. To go back to the original call, press the line/call appearance button for this call.	
5.	Press Conf again if you wish to add the new party to the conference.	

Release a Conferenced Party

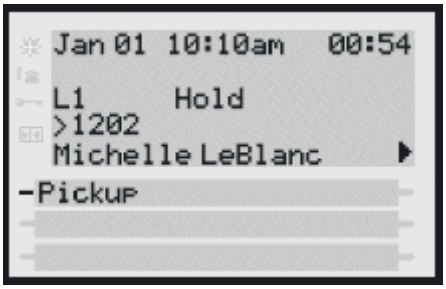
Step	Action	Result
1.	Use the navigational keys to navigate to the desired party's call appearance screen or press the **Next** and **Previous** softkeys (if visible).	
2.	Press the **Drop** softkey. Note If you disconnect from the conference, the other two parties will also disconnect.	

Conference Two Previously Connected Calls

Step	Action
1.	Begin with active calls on two different lines.
2.	Press Conf.
3.	Press the line key of the call you wish to conference with.
4.	Press Conf again. The two lines link into a conference call. Note When a name is displayed, pressing ▶ drops the displayed party from the call.

Pick up Calls

If you are juggling multiple calls, you can scroll through call information by pressing the ◀ and ▶ navigation keys. If you wish to connect to an incoming call or re-connect to a call you placed on hold, press the line/call appearance button for the call or press the **Pickup** softkey.



If the phone is already connected to a call, pressing the line/call appearance button for the new incoming call will automatically place the connected call on hold and answer the new call.

End a Call

Step	Action
1.	Connect to the call if not already connected.
2.	• Press the Goodbye button **Or** • Press the **Drop** softkey. **Or** • If connected through the handset, you can also place the handset back on hook to end the call.

Chapter 5
Additional Features

Services

The services key on the 480i accesses enhanced features and services provided by third parties. Use the **Services** key to do the following:

- Utilize a Caller List
- Utilize a Directory
- Utilize Voicemail

Note

You may not have any services assigned.

Callers List

The Callers list feature stores the name, phone number, and incremental calls, for each call received by the phone.

You can view, scroll, and delete line items in the Callers List from the IP phone. You can also directly dial from a displayed line item in the Callers List.

Use the Callers List

Step	Action
1.	Press Services on the phone to display the Services menu.
2.	Use ▲ and ▼ to scroll to the Callers List entry.
3.	• Press ▶. **Or** • Press the **Select** softkey to open the Callers List.
4.	Use the ▲ and ▼ to scroll through the entries in the Callers List. Note To the left of an entry, a telephone icon displays with the handset ON or OFF. • Handset ON = Missed Call. • Handset OFF = Answered Call. An “N” on the left of the screen indicates that the message has not been reviewed.

Dial from the Callers List

Step	Action
1.	• Lift the handset. **Or** • Press the key. **Or** • Press a line key. **Or** • Press the **Dial** softkey.

Save an Entry to your Directory

Step	Action	Result
1.	Go into the Callers list and find the entry that you want to copy to your Directory.	
2.	Press the **Copy** softkey.	The screen indicates that the entry is added to your Directory.

Missed Calls Indicator

The IP phone has a "missed calls" indicator that increments the number of missed calls to the phone.

The number of calls that have not been answered increment on the phone's idle screen as "<number> New Calls". As the number of unanswered calls increments, the phone numbers associated with the calls are stored in the Callers List. The user can access the Callers List and clear the call from the list. Once the user accesses the Callers List, the "<number> New Calls" on the idle screen is cleared.

Access Missed Calls

Use the following procedure to access missed calls in the Callers List.

Step	Action
1.	Press Services on the phone to display the Services menu.
2.	Use and to scroll to the Callers List entry.

Step	Action
3.	• Press ▶. **Or** • Press the **Select** softkey to open the Callers List.
4.	Use the ▲ and ▼ buttons to scroll through the line items in the Callers List to find the line items that have the telephone icon with the receiver ON . These are the missed calls to the phone. **Note** You can call missed or answered calls.

Delete Entries in the Callers List

Step	Action	Result
1.	Press Services.	You access the Services list.
2.	Press ▼ to go to **Callers List**.	
3.	Press Select or ▶.	You are in the Callers List.
Delete all entries:		
1.	Press the **DeleteList** softkey at the Callers List header.	
2.	Press the **DeleteList** softkey again to confirm.	
Delete only one entry:		
1.	Use ▲ or ▼ to select the entry you want to delete.	
2.	Press the **Delete** softkey.	
3.	Press the **Delete** softkey again to confirm.	
Cancel the delete function:		
1.	Press the **Cancel** softkey.	

Exit the Callers List

Step	Action	Result
1.	Press the **Quit** softkey.	You return to the Callers List screen.

Step	Action	Result
2.	Press the **Exit** softkey. Note The screen will automatically return to the idle display after a timeout if no Softkeys are pressed.	You return to the Services screen.

Directory

The IP phones have a Directory feature that allows you to store frequently used numbers on the phone. You can also dial directly from a directory entry.

The Directory feature also includes a quick-search feature that allows you to enter the first letter that corresponds to a name in the Directory to find specific line items. The phone displays the first name with this letter.

Note

The quick-search feature in the Directory works only when the Directory is first accessed.

You can view, add, change, and delete entries to/from the Directory using the IP phone UI. You can also directly dial a number from the Directory.

Server to IP Phone Download

Your system administrator can populate your IP phone Directory with server directory files. Contact your system administrator for more details.

Directory Specifications

The following table indicates the maximum characters for each line and field in the Directory.

Directory Limitations	
Maximum length of a line	255 characters
Maximum length of a name	15 characters
Maximum length of a URI	45 characters
Maximum number directory entries in the NVRAM.	200 entries
Maximum number directory entries in the NVRAM with the "public" attribute (480i CT only).	50 entries

Use the Directory

Use the following procedures to access the Directory.

Step	Action	Result
1.	Press Services.	The Services msnu displays. The Directory is usually the first in the list.
2.	• Press ▶. **Or** • Press the **Select** softkey to open the Directory.	You are in the Directory.
3.	• Press the first letter of the name to go directly to that letter of the alphabet to shorten the search. **Or** • Use the ▲ and ▼ to scroll through the entries in the Directory to find the entry that you want to use.	

Delete Entries in the Directory

Step	Action	Result
1.	Press Services.	You access the Directory. The Directory is usually the first choice in the list.
2.	Press **Select** or ▶.	You are in the Directory.
To delete only one entry:		
1.	From inside the Directory: Use ▲ or ▼ to select the entry you want to delete.	
2.	Press the **Delete** softkey.	
3.	Press the **Yes** softkey to confirm.	
4.	Press **Quit** to go back to the Services screen.	
To delete all entries:		
1.	From inside the Directory: Press the **DeleteList** softkey at the Directory header.	
2.	Press the **Yes** softkey to confirm.	

Step	Action	Result
3.	Press **Quit** to go back to the Services screen.	
To cancel the delete function:		
1.	Press the **Cancel** softkey.	

Add a New Entry

Note

The 480i allows up to 200 directory entries.

Step	Action	Result
1.	Press Services.	You access the Directory. The Directory is usually the first choice in the list.
2.	Press **Select** or ▶.	You are in the Directory.
3.	Press the **Add New** softkey at the "Directory" header screen.	
4.	Enter a phone number, name, and line number.	
5.	Press **Save**.	
6.	Press the **OK** softkey to return to the main Directory screen.	
7.	Press the **Quit** softkey to return to the Services screen.	
8.	Press the **Exit** softkey to return to the Idle screen. Note The screen will automatically return to the idle display after a timeout if no Softkeys are pressed.	

Edit a Directory Entry

Step	Action	Result
1.	Press Services.	You access the Directory. The Directory is usually the first choice in the list.
2.	Press **Select** or ▶.	You are in the Directory.

Step	Action	Result
3.	Use or to find entry to change.	
4.	Press the **Change** softkey.	A screen displays allowing you to edit the name, phone number, and line number, as well as the public/private setting.
5.	Use or to scroll through the information to access the line that will be changed.	
6.	Make the desired changes.	
7.	Press **Save**.	
8.	Press the **OK** softkey to return to the main Directory screen.	
9.	Press the **Quit** softkey to return to the Services screen.	

Dial a Displayed Entry

Step	Action	
1.	Press Services.	
2.	Press **Select** or .	
3.	Use or to find the entry to dial.	
4.	• Lift the handset. **Or** • Press the key. • **Or** • Press a line key. **Or** • Press the **Dial** softkey.	The number is dialed.

Save an Entry to your Speed Dial List

Step	Action	Result
1.	Go into the Directory and find the entry that you want to save to your speed dial list.	
2.	Press the **Select** softkey.	
3.	Press the **Speed Dial** softkey.	
4.	Use the ▲ and ▼ to scroll through the list to find a line where you want to save the number from the Directory.	
5.	Press the **Select** softkey.	The screen shows that the line position in the speed dial list has been updated with the new number.
6.	Press **Exit**.	You return to the main screen.

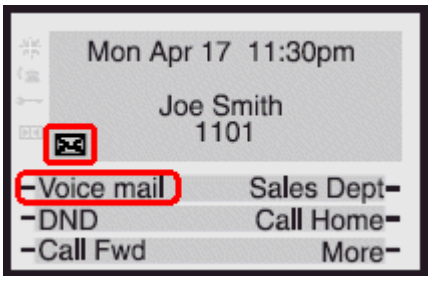
Exit the Directory

Step	Action
1.	Press the **Quit** softkey.

Voicemail

The Voicemail is a softkey on the idle screen that provides access to the voicemail system.

Voice Mail Display



The Envelope Icon

The envelope icon ✉ displays on the Idle State screen only if you have new messages waiting.

Use Voicemail

Step	Action	Result
1.	Press the **Voicemail** softkey.	The voicemail access number is automatically dialed.
2.	Follow the voicemail prompts.	

Redial List

The Redial list contains 100 items. While on-hook, pressing the Redial hard key will display the Redial list. While off-hook, the Redial key functions as a "hot redial" where the last number dialed is dialed again. Use the ▼ and ▲ to choose the number to redial.

Hot Redial

Step	Action	Result
1.	Lift the handset.	
2.	Press the Redial key.	The last number that you dialed displays on the screen and is automatically dialed again.

Redial from the Redial List

Step	Action	Result
1.	While onhook: Press the Redial key.	The Redial list displays the first entry.
2.	Use ▼ or ▲ to find the entry that you wish to call.	
3.	• Press the **Dial** softkey. **Or** • Press a **Line Select** button. **Or** • Press the **Speaker** button. **Or** • Lift the handset.	The number automatically dials.

Delete an Entry in the Redial List

Step	Action	Result
1.	Press the Redial key.	The Redial list displays the first entry.
2.	Use ▼ or ▲ to find the entry that you wish to delete.	
3.	Press the **Delete** softkey.	
4.	• Press **Delete Item** to delete only the *one selected entry*. **Or** • Press **Delete All** to delete *all entries* in the list.	Either the selected entry or all entries are deleted.

Other Redial Features

Step	Action	Result
View Details of an entry:		
1.	Press the Redial key.	The Redial list displays the first entry.
2.	Use ▼ or ▲ to find the entry that you wish to look at.	
3.	Press the **Details** softkey.	The specifics of that entry are displayed.
Copy an entry to your directory:		
1.	Press the Redial key.	The Redial list displays the first entry.
2.	Use ▼ or ▲ to find the entry that you wish to copy to your Directory.	
3.	Press the **Copy** softkey.	The specified entry is copied to your Directory.

Call Forward

The call forwarding feature on the IP phone allows incoming calls to be forwarded to another destination. You can have up to 8 lines on the 480i configured for call forwarding.

Activate Call Forward-All

Use the following procedure to activate Call Forward – All:

Step	Action	Result
1.	With the phone ON HOOK: Press * 2 1.	
2.	Enter the Call Forward number destination where you want your incoming calls to forward.	
3.	Press the **Dial** softkey.	The phone will display "Calling" and return to idle with no other indication that the phone is forwarded. All calls to this phone are now forwarded to the assigned number.

Call Forward Busy/No Answer

Call Forward-Busy and Call Forward-No Answer are set up by your system administrator.

Cancel Call Forward

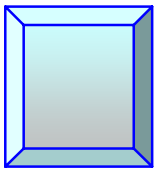
Step	Action	Result
1.	With the phone ON HOOK: Press # 2 1.	
2.	Press the **Dial** softkey.	Hear reorder tone.
3.	Press the Goodbye button.	Call Forward is cancelled.

Chapter 6 Troubleshooting

Problem	Possible Solution(s)
Why is my display blank?	Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Aastra PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the section "Connecting to the Network and to Power" in the *Aastra 480i Installation Guide* for details.
Why is my speakerphone not working?	If you press the button and the speaker light flashes and you do not hear dial tone through the speaker phone, the Set Audio option in the phone's Options list has been set up for headset use. Press a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the light stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speakerphone and the headset by pressing . See the section "Customizing your phone" in the *480i Installation Guide* for instructions on how to change the Set Audio option.
Why can't I get a dial tone?	Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the "Installation and Setup" section in the *Aastra 480i Installation Guide* provided with your phone.
Why doesn't my phone ring?	Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume button when the phone is on-hook and idle. For more information, refer to the "Adjusting Volume" section in the *Aastra 480i Installation Guide* provided with your phone.
Why is the light not coming on with a new Voice Mail Message?	Your phone system or service provider must provide a Visual Message Waiting service for this function to work. Check with your system administrator for more information.
Why is my handset not working?	Check to ensure that the handset cord is fully connected to both the phone and handset. See Chapter 2.
What are services, and	Services on the IP phone include:

<table>
<tr><th>Problem</th><th>Possible Solution(s)</th></tr>
<tr><td>how do I use them?</td><td>• Customized features
• Callers List
• Directory
• Voicemail
See the “Services” in Chapter 5 for more information about the options available under "Services".</td></tr>
<tr><td>How do I find the IP address of my phone?</td><td>See Chapter 2 for instructions on how to find the IP address of your phone.</td></tr>
<tr><td>How do I change my User Password?</td><td><table><tr><th>Step</th><th>Action</th></tr><tr><td>1.</td><td>Press the Options button on the phone to enter the Options List.</td></tr><tr><td>2.</td><td>Select User Password.</td></tr><tr><td>3.</td><td>Enter the current user password.</td></tr><tr><td>4.</td><td>Enter the new user password.</td></tr><tr><td>5.</td><td>Re-enter the new user password.</td></tr><tr><td>6.</td><td>Press Enter to save the new password. A message, "Password Changed" displays on the screen.</td></tr></table></td></tr>
<tr><td>Why does my phone display "Bad Encrypted Config"?</td><td>The IP phone displays "Bad Encrypted Config" because encrypted configuration files are enabled but the decryption process has failed.
Report this error to your system administrator.</td></tr>
<tr><td>Why does my phone display the “No Service” message?</td><td>The phone displays the “No Service” message if the SIP settings have not been set up correctly.
Contact your system administrator for more information.</td></tr>
<tr><td>How do I restart the IP phone?</td><td><table><tr><th>Step</th><th>Action</th></tr><tr><td>1.</td><td>Press the Options button on the phone to enter the Options List.</td></tr><tr><td>2.</td><td>Use ▼ to scroll down to Phone Status.</td></tr><tr><td>3.</td><td>Press Show or ▶.</td></tr><tr><td>4.</td><td>Use ▼ to scroll down to Restart Phone.</td></tr><tr><td>5.</td><td>Press Show or ▶.</td></tr></table></td></tr>
</table>

Problem	Possible Solution(s)
	6. Press **Restart** to start the phone. **7.** Note To cancel without restarting the phone, press **Cancel**.



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